

**Internship Report**  
**On**  
**Janata Bank Limited and Its General Banking**  
**Activities**

**Submitted to**

Md. Tamzidul Islam  
Assistant Professor and Internship Coordinator  
BRAC Business School  
BRAC University

**Submitted by**

Samapti Akter Nipa  
ID: 12164095  
Department: MBA

**Submission date:-26-04-2017**

## LETTER OF TRANSMITTAL

Date: 26-04-2017  
Md. Tamzidul Islam  
Assistant Professor and Internship Coordinator  
BRAC Business School  
BRAC University

**Subject: Submission of Internship Report.**

Dear Sir,

It is indeed, an honor to deliver my internship report on “General Banking Functions of Janata Bank Limited (JB) of Saver Branch” as a prerequisite for the completion of my MBA program. This report is based on secondary data available as well as the information generated from my investigation. I have invested the best effort I can to prepare this report and eventually come up with a worthwhile conclusion.

However, had any clarification required, I would be glad providing them as best as I can.

Sincerely yours,

---

Samapti Akter Nipa  
ID: - 12164095  
Master's of Business Administration  
BRAC University

## **ACKNOWLEDGEMENTS**

First and above all else, I would like to pay my deepest gratitude to the almighty Allah who has helped me through all the difficulties in my life and showed me the right path. It is Allah who has made my journey into the vast sea of knowledge smooth and easier.

My sincere gratitude also goes to my advisor Md. Tamzidul Islam Assistant Professor and Internship Coordinator who has guided me from the very beginning of my Internship program. His inspiration and encouragement has made me confident and self-dependent. His tireless efforts and appreciation has greatly contributed to my thesis. All the shortcomings and weakness of this report, however, are incurred by me.

Finally, I would like to thank all the faculty members, officials and classmates, who are always supportive to me.

# TABLE OF CONTENT

<b>Chapter # 1: Introduction.....</b>	<b>(1-5)</b>
1.1: Background of the report.....	1-2
1.2: Significance of the study.....	3-5
1.3: Problem Definition.....	3
1.4: Objectives of the project.....	3-4
Broad objective.....	3
Specific objective.....	4
1.5 Scope of the project.....	4
1.6: Methodology.....	4-5
1.7: Limitations.....	5
<b>Chapter # 2: Janata Bank at a glance.....</b>	<b>6</b>
2.1: Introduction.....	6
2.2: History.....	6
2.3: Mission.....	7
2.4: Vision.....	7
2.5: Product & Service.....	7
2.6: Consumer credit scheme.....	8
2.7 Special deposit scheme.....	8
2.8 Monthly savings Scheme.....	8
2.9: Credit card .....	8-9
2.10: Savings insurance scheme .....	10
2.11. Services area.....	11
2.12: Operational network organ gram.....	13
2.13: JBL Corporate Social Responsibilities.....	14-15
<b>Chapter # 3: Project Part.....</b>	<b>17</b>
3.1: General banking of JBL .....	17
3.2: Account opening section.....	18
3.3: Account opening procedures.....	19-20
3.4. Documents required for opening account.....	20
3.5 Closing of an account.....	22
3.6 Account section.....	26
3.7 Cash section.....	26
3.8Function of cash section.....	27
3.9 Remittance section.....	27-33
3.10 Clearing section.....	33-36
<b>Chapter # 4: Learning from my working area.....</b>	<b>(37-38)</b>
4.1: Dispatch section.....	37
4.2: Insurance of DD/PO.....	37
4.3: Bill remittance department.....	37
4.4: Foreign remittance department .....	37

4.5: Deposit department.....	38
4.6: Cash collection.....	38
4.7: Assisting customer to open bank account.....	38
<b>Chapter # 5: Findings and analysis.....</b>	<b>(39-44)</b>
5.1. SWOT Analysis.....	39-42
5.2. Findings.....	43-44
<b>Chapter # 6: Recommendation and Conclusion.....</b>	<b>(45-46)</b>
Bibliography.....	47

# CHAPTER 1

---

## 1.1 Background of the Report



In the age of modern civilization bank is playing a significant role to keep the economic development wheel moving. The corporation of the bank is needed in every economic activity. In fact there is hardly any aspect of development activity where state inspired or otherwise where bank do not have role to play.

It gives me immense pleasure that during internship period, as part of the MBA program, I have an opportunity of spending a period of three months with a reputed organization where I observed and learned the practice and management. I am very lucky that Janata Bank Ltd. (JB) gave me that opportunity to work as an intern. JB has countrywide branch network thorough, which they provide a comprehensive banking service to their customers, which includes wealthy individuals, corporate clients and financial institutions. Customer's satisfaction is the top priority of the bank. Bank in its goal has mentioned that customer's expectations will be meeting through innovative financial products and services.

As an intern of Janata Bank Limited I was provided with the topic “**General Banking functions of Janata Bank Limited from Saver Branch**”. Involved various rules and regulations, policies and procedures relation to different banking activities have also been enumerated here.

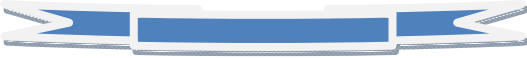
## 1.2 Significance of the Study



The prime reason of this study is to become familiar with the practical business world and to attain practical knowledge about the Banking and Corporate world, which is so much essential for each and every business student to meet the extreme growing challenges in job market. It is also known to all of us that there is no alternative of

practical knowledge and the practical knowledge is much more durable and useful than the theoretical knowledge. This study will help me to get a true picture of the practical business world, particularly of banking business and also to attain practical knowledge on the various spheres of banking business. So this study is of paramount importance for each and every student regardless of his/her study area or discipline.

### **1.3 Problem definition**

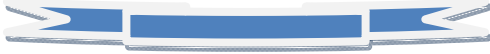


Knowledge and learning become perfect when it is associated with theory and practice. For any business student only curriculum activity is not enough for handling the real business situation, therefore, it is a requirement after the completion of MBA program to involve with a business organization to prepare a long analytical report. So it is an opportunity for the students to know about the field of business through the internship program.

To fulfill this requirement I worked as an intern in Janata Bank Limited (JB) for three months. For the internship my preference is to know practically the functions of general banking system studied on Janata Bank Limited (JB) My assigned topic is “*General banking functions of Janata Bank Limited and customer satisfaction*” which was assigned by my supervisor **Md.Tamzidul Islam, Assistant professor & Internship coordinator, BRAC Business School, BRAC University.**

On the basis of working experience in the internship period I have tried to prepare the report with my level best to relate the theoretical knowledge with the practical work situation.

## 1.4 Objective of the Study



### **Broad Objective**

Internship is a process to achieve practical knowledge about some theoretical lesson. It's most important aspect is to acquire knowledge about the real position. As a practical subject, Management needs some practical knowledge which covers by internship. In this regard, the main objective of the study is to know practically the functions of general banking system studied on Janata Bank Limited (JB).

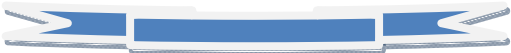
### **Specific Objectives**

The specific objectives of this study are as follows:

- Understanding the different commercial banking systems.
- Understanding how a Commercial Bank runs its business operations.
- To know how a commercial Bank earns its profits through loan and advances.
- To know the key functions of general banking.
- To apply theoretical knowledge into practical area.
- To be familiar with the banking management system.
- To evaluate the performance of General Banking division.
- To know the banking operational guideline of a bank.
- To measure the customer perception on service quality and satisfaction towards the general banking activities.



## **1.5 Scope of the Report**



The scope of the report is limited to Janata Bank, Saver Branch. The whole report covers the organizational structure; Background of the bank, objectives, functions, departments, units and business performance, activities of JB, the main part works on “**General banking functions**”.

## **1.6 Methodology**



### **Type of Study**

This report is based on qualitative type of study. The methodology of this report is totally different from conventional reports. This report basically emphasizes on the practical observation. Almost the entire report has been conducted based on practical observation and short survey.

### **Sources of Data**

Data is collected from both primary and secondary sources.

#### **Primary sources of data**

- Face to face conversation with the bank employees and staffs.
- Informal conversation with consumers.
- Practical work exposures from the different desks of the departments of the Branch.

#### **Secondary sources of data**

- Annual report of Janata Bank Limited (JB)
- Different manuals of Janata Bank Limited(JB)
- Different circulars of Janata Bank Limited(JB)
- Different textbooks.
- News papers.

- Different websites.
- Bangladesh Bank Report.
- Unpublished data from the branch- Branch Statement of Affairs.
- Bangladesh Economic Review.

### **1.7 Limitation of the Study**



Objective of the practical orientation program is to have practical exposure for the students. My permanent status is for only three months, which is somehow not sufficient enough to gather adequate experience of such vast banking business. It is not easy task to collect data and information about my requirement. So the study suffers from various limitations, some of these are mentioned below:

- In the study areas, the authorities are not willing to express accurate data easily for the reason of their confidentiality.
- Relevant data and documents collection were difficult due to the organization confidentiality.
- Due to bureaucratic environment I can't contract with the employee properly for my research.
- Saver Branch is very busy branch. In this branch employees get very little time to teach theoretical knowledge to the trainee.
- The executives of the bank could not give adequate time because of their work.
- Only three months were not sufficient to collect and understand all the activities related to the general Banking.

## CHAPTER 2

### *Overview of general banking system at Janata Bank Ltd.*

---

#### **2.1 Introduction**



Generally by the word “Bank” we can easily understand that the financial institution deals with money. But there are different types of banks such as: Central Bank, Commercial Banks, Savings Banks, Investment Banks, Industrial Banks, and Co-operative Banks etc. But when we use the term “Bank” without any prefix or qualification, it refers to the ‘Commercial Banks’. Janata Bank Limited is a one kind of commercial bank in our country. It is head office in Dhaka; the bank started its operations within an initial authorized capital of TK 50 million and paid up capital of TK 10.5 million. Now it has an authorized capital of Tk. 20000 million, paid up capital of Tk. 19140.00 million, reserve of Tk.17976.20 million. The Bank has a total asset of Tk. 586082.98 million as on 31<sup>st</sup> December 2013. Janata Bank has a large participation in foreign exchange business in overseas remittance. Janata Bank Limited has been awarded 2013 Performance Excellence Award by Citi Bank N.A. and Asian Banking and Finance Wholesales 2013 and Retail Banking 2013.

#### **2.2 History**



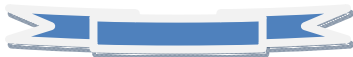
Janata Bank Limited is established under the Bangladesh Banks order 1972; it is the 2<sup>nd</sup> largest state owned commercial bank in Bangladesh immediately after the liberation. It incorporated as a Public Limited Company on 21, May 2007 vide certificate of incorporation No-C66933 (4425) 07 in the early era of privatization. The bank has taken over the business of Janata Bank at a purchase consideration of TK. 2593.90 million. The operation of Bank Limited works through 898 branches and including 4 overseas branches. It is linked 1239 foreign correspondents all over the world.

### **2.3 Mission**



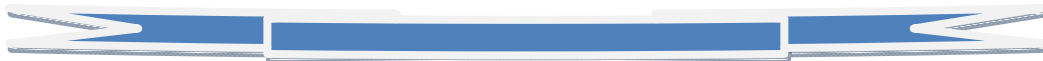
The mission of the bank is to actively participate in the socio- economic development of the nation by operating a commercially sound banking organization, providing credit to viable borrowers, efficiently delivered and competitively priced, simultaneously protecting depositor's funds and providing a satisfactory return on equity to the owners.

### **2.4 Vision**



Becoming effective largest commercial bank and ensuring highest standard of client services through best application of latest information technology, making due contribution to the national economy and establishing themselves firmly at home and abroad as a front ranking bank of the country are their cherished vision.

### **2.5 Product and service offered by organization**



Product and services is the main assets of any organization. JBL is playing the most significant role in offering specialized services to different clients or agencies throughout the country. The following product and services are available of Janata Bank Ltd.

- ✚ Consumer Credit Scheme
- ✚ Special Deposit Scheme
- ✚ Monthly Saving Scheme
- ✚ Saving Insurance Scheme
- ✚ Credit Card
- ✚ Western Union Money Transfer
- ✚ JBL ATM Service
- ✚ JBL Power Card

## **2.6 Consumer Credit Scheme**



JBL Consumer Credit Scheme gives clients a great opportunity to buy household and office items on easy installments. This scheme gives clients the advantage of part payment to cope with the high price tags of many necessary home and office appliances. Television, Refrigerator, VCR, Personal Computer, Photocopier, Washing Machine, Furniture, Microwave Oven, Car, and a number of other expensive items are now within their buying range.

## **2.7 Special Deposit Scheme**



Under this scheme, customers can deposit money for a term of 5 years. The deposited money is fully refundable at the expiry of the term. At the same time, during the term period they can enjoy a monthly profit corresponding to their deposited amount. As for instance, under this scheme a deposit of Tk, 55,000/- gives a monthly income of Tk.500/-

## **2.8 Monthly Savings Scheme**



This scheme is specially designed for the benefit of the limited income group members. This helps to accumulate small monthly savings into a significant sum at the end of the term. So, after the expiry of the term period the depositor will have a substantial amount to appreciate on.

A monthly deposit of Tk.500/- or Tk.1000/- for 5 or 8 years period earns in the end. Tk37, 896 /- or Tk.75, 791/- respectively



## 2.9 Credit Card

Credit card is the newest concept in our country. In our country Credit card was first introduced by the Janata Bank Ltd. Ltd. Master card and VISA card are name of popular credit card band. Credit card is safe, instant and universal money. Janata Bank Ltd. Ltd issued two types of credit card, which is as follows: -

### Local master and visa card

Local master and visa card are two types, such as “gold card” and “silver card”.

Gold card limit is 50000 taka to 1000000 taka

Silver card limit is 10000 taka to 45000 taka

### International master and visa card

It has also two types, such as gold card and silver card.

✚ For international purpose gold card limit is \$ 4000 above

✚ For international purpose silver card limit is \$ 2000 blow \$4000

## JBL ATM Services

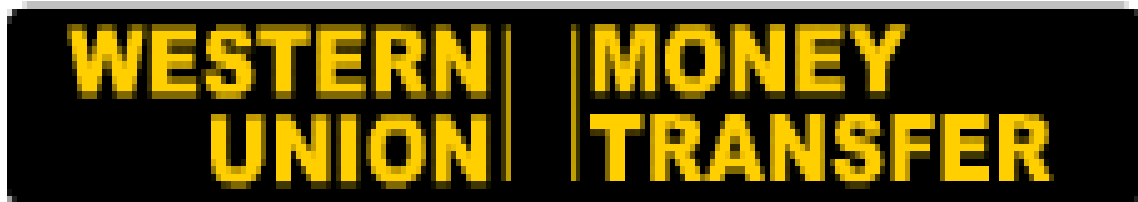
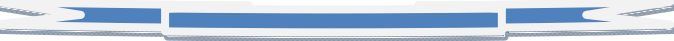
JBL ATM card give opportunity to their customer that they can withdraw their money at any time, any days even holidays. By using ATM subscriber can give various utility bill such as telephone, gas, electricity bills etc. Actually ATM card is a debit card. Janata Bank Ltd. has introduced ATM service to its Customers.

## JBL Power Card

It is a prepaid card. No need of any account of JBL branch. Application forms are available at any JBL branch and card center. No annual fee for the first year. Renewal fee Tk 200.00 only. Local card limit 1000at minimum or its multiple. International card limit

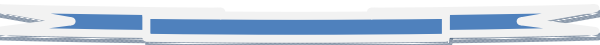
is -US\$ 500.00 at minimum. Refill through any JBL branch. Drawing cash from JBL ATMs free of charge & from ATMs under Q-Cash network-Tk 10.00 per transaction from other ATM-Tk 100.00.

### **Western Union Money Transfer**



Joining with the world's largest money transfer service "Western Union", JBL has introduced Bangladesh to the faster track of money remittance. Now money transfer between Bangladesh and any other part of the globe is safer and faster than ever before. This simple transfer system, being on line eliminates the complex process and makes it easy and convenient for both the sender and the receiver. Through JBL - Western Union Money Transfer Service, your money will reach its destination within a few minutes.

### **2.10 Saving Insurance Scheme**



This scheme is the first of its kind in Bangladesh. It combines the benefits of regular savings and insurance scheme; so, you get the usual rate of interest on the deposited amount while you enjoy the protection of a comprehensive insurance coverage. Under this scheme, the beneficiary get equal the deposit in case of natural death of the account holder whereas in the event of accidental death of the account holder the beneficiary will receive twice the deposit.

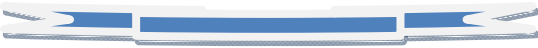
## 2.11 Services Areas

There are 898 branches of Janata Bank Limited in home and 4 in abroad. Among them 477 branches are situated in urban areas including four foreign branches and 421 branches are in rural areas. And all foreign branches are situated in United Arab Emirates.

<b>Division</b>	<b>Town</b>	<b>Rural zone</b>	<b>Total</b>
<b>Dhaka</b>	<b>177</b>	<b>86</b>	<b>263</b>
<b>Chittagong</b>	<b>101</b>	<b>92</b>	<b>193</b>
<b>Rajshahi</b>	<b>85</b>	<b>133</b>	<b>218</b>
<b>Sylhet</b>	<b>35</b>	<b>38</b>	<b>73</b>
<b>Khulna</b>	<b>79</b>	<b>72</b>	<b>151</b>
<b>Overseas</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>Total</b>	<b>477</b>	<b>421</b>	<b>898</b>

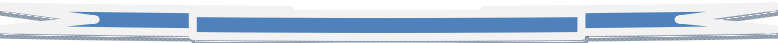


## *Overseas Branches*



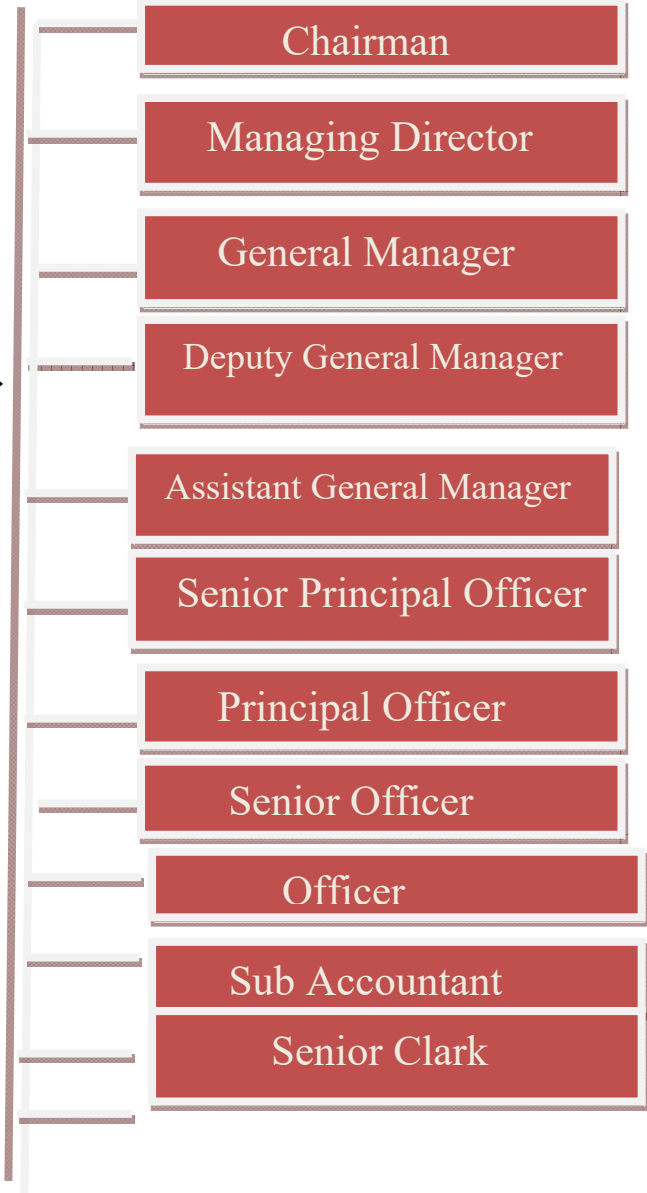
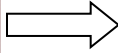
<b>Table: Foreign Branches of Janata Bank Limited</b>			
<b>Serial No</b>	<b>City</b>	<b>No of Branch</b>	<b>Status</b>
<b>01.</b>	<b>Abu Dhabi</b>	<b>01</b>	<b>Foreign</b>
<b>02.</b>	<b>Al-Ain</b>	<b>01</b>	<b>Foreign</b>
<b>03.</b>	<b>Sharjah</b>	<b>01</b>	<b>Foreign</b>
<b>04.</b>	<b>Dubai</b>	<b>01</b>	<b>Foreign</b>

## **2.12 Operational Network Organ gram**



Like every other business organization, the foremost duty of the top management is to makes all the major decisions of Janata Bank. The management consists of one chairman, eleven directors, one CEO & MD and one company secretary. Mid and lower level employees get the direction and instruction from the Board of Directors about the tasks they have to meet. The chief executive provides the guideline to the managers and employees, but bears the responsibility for determining how tasks and goals are to be attained.

*Organizational  
Organ gram*



Chairman

Managing Director

General Manager

Deputy General Manager

Assistant General Manager

Senior Principal Officer

Principal Officer

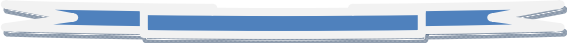
Senior Officer

Officer

Sub Accountant

Senior Clark

## Vision for the future



- ✦ Build up deep-rooted and harmonious banker-customer relationships by dispensing prompt and improved services to the clients.
- ✦ Developing a vibrant capital market by ensuring more effective participation of the Bank in the share market.
- ✦ Make best use of latest technologies for giving the clients a taste of modern banking so as to encourage them to continue and feel proud of banking with JBL.
- ✦ Upgrade and diversify of banking service to provide maximum satisfaction to the respected clients.
- ✦ Respond to the need of the time by participating in syndicated large loans financing, thereby expanding the area of investment of the Bank.
- ✦ More facilities will be provided to the exporters on the basis of export and facilities performances.
- ✦ To take the competitive position charge, decrease commission and other facilities will continue to complete the journey

To gain confidence of all quarters involved in the economic development of the country through pursuance of a policy of continuous adjustment and coordination of the Bank's external trade programmers with the dynamism inherent in the international trade and payments system.

## 2.13 JBL's Corporate Social Responsibilities



In recent times, CSR is receiving increasing attention in the business world, government policies, industry events, advertising space, and other arenas in these parts of the world. Although the concept of CSR may have been formally introduced through to the financial sector of Bangladesh in 2008, chiefly by Bangladesh bank however, in similar approach,

the local banking community has been involved in benevolent activities. JBL, which has remain a responsible member of the society seems its journey that begun 42 years back, has indeed duly played its societal role of business. JBL, however, feeling the need to carry out its social responsibilities in a more organized way and eventually became the vehicle for specific program oriented CSR activities of the bank.

JBL conducts its CSR in 2 ways- policy driven and through direct participation in specific programs. However, JBL intends to adopt CSR practices, more in the formal and structured manner in light of the Bangladesh bank guidelines for mainstreaming CSR practices in the financial sector. Future efforts of the bank in respect of CSR will include more involvement of its stakeholders in terms of their expectations and needs in order to incorporate more responsible business practices in all of bank's functions and operations with a goal to fulfill social, economic, environmental, and ethical responsibilities of the bank.

Total involvement for CSR activities stood at tk. 1.77 crore at the end of the year 2013. JBL channelized this CSR outlay in diverse areas judging from need and importance it attaches to the bank's perspectives.

JBL believes that CSR is first and foremost a commitment to contribute to the society for improving the quality of lives of its people, particularly for that segment of the people who are under privileged and less fortunate in terms of basic needs such as food, health, education, housing etc and also alongside to remain a sincere benefactor of the country's rich heritage of arts, culture and sports. Besides addressing the basic social needs of the country, JBL also believes that CSR can be a genuine platform to address growing environmental concerns, more even when Bangladesh is likely to be the most affected country in the world due to climate change caused from the irresponsible and unrestricted carbon emissions by the western developed nations.

JBL has always tried to respond to the changing needs of the society and stood besides the affected one's in times of crisis of the world, be it a natural disaster or tragedies

taking place through immortal act of man. In the past, JBL participated in disaster relief operations for the landslide victims in Chittagong, SIDR affected people of the coastal areas and for the flood affected people across the country.

Some CSR activities of JBL are given in the followings:

- Standing beside the families affected by BDR tragedy.
- Warm clothes/blanket distribution to the affected underprivileged and destitute people.
- Donation to Bangladesh Organization for Disabled Advancement (BODA).
- Support to Cancer Care Center.
- Caring for the Environment
- Health and Safety of employees.

## CHAPTER 3-PROJECT PART

### General Banking

#### 3.1 General Banking

General banking department is the heart of all banking activities. This is the busiest and important department of a branch, because funds are mobilized, cash transactions are made clearing, remittance and accounting activities are done here. Since the bank is confined to provide the services every day. General banking is also known as 'retail banking'. In a Janata Bank Ltd Saver Branch, the following departments are under general banking section:

- Account opening section
- Deposit section
- Cash section
- Remittance section
- Clearing section
- Accounts section

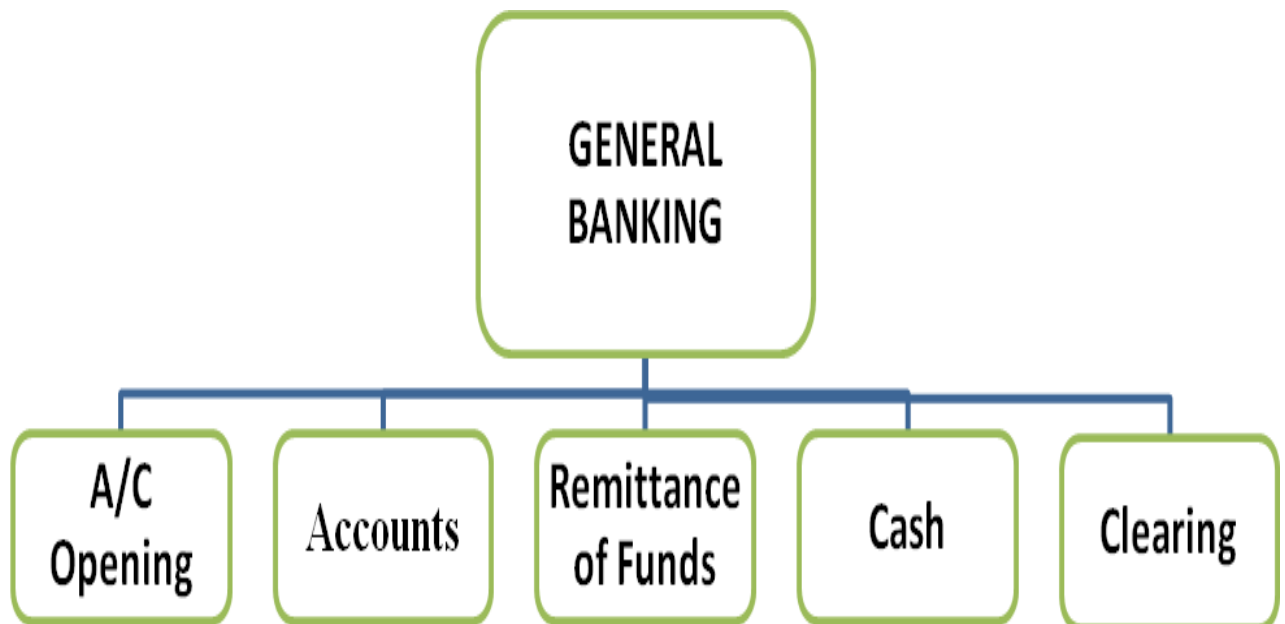


Figure: Sector of General Banking of JB

## 3.2 Account Opening Section

---

### Account (A/C) Opening

Account opening is the gateway for clients to enter into business with bank. It is the foundation of banker customer relationship, and this is one of the most important sections of a branch, because by opening accounts bank mobilizes funds for investment. Various rules and regulations are maintained and various documents are taken while opening an account. A customer can open different types of accounts through this department Such as:

- Current Account
- Savings Bank Deposit
- Fixed Deposit
- Deposits Pension Scheme

### Types of Accounts with Term and Conditions

---

#### Current Account:

Current account is purely a demand deposit account. There is no restriction on withdrawing money from the account. It is basically justified when funds are to be collected and money is to be paid at frequent interval. Some important points are as follows-

- Minimum opening deposit of TK 1000/- is required;
- There is no withdrawal limit. No interest is given upon the deposited money.
- Minimum Tk.1000/= balance must always maintain all the time

#### Savings Bank Deposit:

This deposit is primarily for small-scale savers. Hence, there is a restriction on withdrawals in a month. Heavy withdrawals are permitted only against prior notice. Some Important Points are as follows-

- Minimum opening deposit of Tk. 500/- is required
- Minimum Tk. 500/= balance must always maintain all the time

- Withdrawal amount should not be more than 1/4 of the total balance at a time and limit twice in a month.
- If withdrawal amount exceed 1/4 of the total balance at a time no interest is given upon the deposited money for that month.

**Fixed Deposit:**

Fixed deposit is of two kind midterm deposit (MTD) and term deposit (TD) instrument whose maturity period is within one year are known as midterm deposit MTD and those above one year are considered as term deposit (TD). Calculation of profit TDR and provisioning regarding this is quite complicated issue. Profit is calculation at each maturity date and provision is made on that. Also at the month and provision of profit is mode.

**Deposit Pension Scheme:**

This Scheme deposit is primarily for small-scale savers. Hence, there is a restriction on withdrawals in a month; these are specially done for finite period of time. In case of prior withdrawals permission need to be taken from the manager of the respective branch and only against prior notice.

**3.3 Account Opening Procedure**

<b>Step 1</b>	<p>The account should be properly introduced by any one of the following.</p> <ul style="list-style-type: none"> <li>• An existing Current Account holder of the Bank.</li> <li>• Officials of the Bank not below the rank of an assistant officer</li> <li>• A respectable person of the locality well known to the manager/Sub-manager of the branch concerned.</li> </ul>
<b>Step 2</b>	<p>Receiving filled up application in bank's prescribed form mentioning what type of account is desired to be opened</p>



<b>Step 3</b>	<ul style="list-style-type: none"> <li>• The form is filled up by the applicant himself/ herself</li> <li>• Two copies of passport size photographs from individual are taken; in case of firms photographs of all partners are taken.</li> <li>• Applicants must submit required document.</li> <li>• Application must sign specimen signature sheet and give mandate</li> <li>• Introducer's signature and accounts number verified by legal officer</li> </ul>
<b>Step 4</b>	Authorized officer accepts the application
<b>Step 5</b>	Minimum balance is deposited only cash is accepted

### 3.4 Documents required for opening account

#### Individual / Joint Account

- Introduction of the account.
- Two photographs of the signatories duly attested by the introducer.
- Identity (copy of passport)
- Joint Declaration Form (Facer joint a/c only).
- Employee's certificate (in case of service holder)

#### Partnership account

- Introduction of the account
- Two photographs of the signatories duly attested by the introducer.
- Partnership letter duly signed by all partners (Sign should be similar as stated In Partnership Deed).
- Partnership Deed duly certified by Notary public.
- Registration (If any).

### **Proprietorship account**

- Introduction of the account.
- Two photographs of the signatories duly attested by the introducer,
- Valid copy of Trade License.
- Rubber stamp
- TIN number certificate.
- Identity (Copy of passport).
- Permission letter from DC/ Magistrate (in case of newspaper)

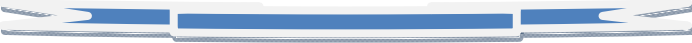
### **Limited company**

- Introduction of the account
- Two photographs of the signatories duly attested by the Introducer
- Valid copy of Trade License.
- Board resolution of opening A/C duly certified by the Chairman/Managing Director.
- Certificate of Incorporation.
- Certificate of Commencement (In case of Public limited company).
- Certified (joint stock) true copy of the Memorandum and Article of Association of the company duly attested by chairman or Managing Director.
- List of directors along with designation & specimen signature.
- Latest certified copy of Form - (to be certified by register of joint stock Companies (In case of Directorship change)
- Rubber Stamp (Seal with designation of each person)

### **Club / Societies account**

- Introduction of the account.
- Two photographs of the signatories duly attested by the introducer,
- Board Resolution for opening A/C duly certified by President; Secretary.
- List of Existing Managing Committee.
- Rubber Stamp.
- Permission letter from Bureau of N.G.O.

### 3.5 Closing of an Account



The following circumstances are usually considered in case of closing an account or justifying the stoppage of the operation of an account-

- Notice given by the customer himself or if the customer is desirous to close the account
- Death of the customer
- Customer's insanity and insolvency
- If the branch finds that the account is inoperative for a long period.
- If Garnishee Order is issued by the Court of Law on the bank branch.

To close the account, the cheque-book is to be returned to the branch. The Janata Bank, Saver Branch takes all the charges by debiting the account and the remaining balance is then paid to the customer. Necessary entries are given to the "Account Closing Register" and in the computer as well.

#### **Deposits section**

#### **Collection of Deposits:**

Deposits are life-blood of a commercial bank. Without deposits there are no businesses for the commercial banks of any nature (NCBs, PCBs or FCBs). Accepting deposits is one of the two classic functions of commercial banks. Bank deposits can be broadly classified as follows-

- a. Demand Deposits, and
- b. Time Deposits
- c. Bank Deposits

Time Deposits

(FDR, STD etc.)

## Demand Deposits

(Current Deposits, Savings Deposits etc.)

Demand deposits can be withdrawn without any prior notice, e.g., current deposits. Janata Bank, Saver Branch accepts demand deposits through the opening of-

- Current Account
- Savings Bank (SB) Account and
- Special Notice Time Deposit Account (SNTD)

On the other hand, a deposit which is payable at a fixed date or after a period of notice is called "Time Deposit". Saver Branch accepts time deposits through-

- Fixed Deposits Receipt (FDR); and
- Deposit Pension Scheme (DPS)
- Janata Bank Pension Scheme (JBPS)
- Sundry Deposits.

While accepting these deposits, a contract is done between the bank and the customer. When the banker opens an account in the name of a customer, there arise a contract between the two. This contract will be a valid one only when both the parties are competent to enter into contracts. As account opening initiates the fundamental relationship and since the banker has to deal with different kinds of persons with different legal status and different personality and mentality, the officials of the branch remain very much cautious and vigilant about the competency of the customers.

- **Demand Deposits:**

**Current Account:** Current Account is that kind of account from which an account holder can withdraw or deposit his or her money at any time within banking hour. An account holder does not get interest of this account. The initial deposits of Janata Bank ,Ltd in this account is Tk. 1,000 and balance must be maintained at least at this amount.

**Savings Account:** Any individual can open this account. Here interest rate 5% per annum. The minimum initial deposit of savings account is Tk. 100 and this amount must be maintained. He can withdraw money in a week is not more than Tk. 10000 or 25% of the balance (whichever is lower). If he wants to withdraw money more than 25% in a week, he has to place a written notice to the bank 7-days earlier. If any customer withdraws money more than two times in a week or more than 25% of the balance or more than Tk. 10,000 without any notice, the customer will not be given any interest for that month. Interest is credited to each saving account on June and December each year on the average balance of the last 15 days of each month.

**Special Notice Time Deposit Account (SNTD):**SNTD Account is, more or less, like the current account. Account holders of this account are normally companies or firms or governments or the administrative bodies like the TNO, WDP etc. But here interests are added to deposited money. The interest rate is 3.25% per annum.

### **Time Deposits:**

#### **Janata Bank Pension Scheme (JBPS)**

**Janata** Bank has its own saving scheme, which is called ABPS. It is a special product of this bank. The JBPS is same as DPS. But the terms of savings of JBPS are 5 years and 10 years and the rates of interest are 7% and 9% respectively. Interest is credited to the accounts of the depositors in June every year.

#### **Fixed Deposit Receipt (FDR):**

Fixed deposits are the deposits in which an amount of cash is deposited in bank for a fixed period specified in advance. Hence, these deposits are time deposits or time liabilities. Normally, the money on a fixed deposit is not repayable before the expiry of a fixed period. At the time of opening the deposit account, the banker issues a receipt acknowledging the receipt of money on deposit account. It is popularly known as FDR (Fixed Deposit Receipt).

### **Deposit Pension Scheme (DPS):**

According to this system, a person of minimum 18 years old can open any “Deposit Pension Scheme” (DPS) account by depositing at least Tk. 100. After maturity of the term, the depositor can withdraw the total deposited amount with interest or can withdraw by monthly installment. The depositor has to deposit the specified amount for him/her by first week of each month. In respect of DPS account, the depositor can select more than one nominee for claiming the deposited money after his/her death. The main characteristics of DPS are as follows-

- A system of secured income has been confirmed by DPS for the depositor in their old age who invested money from their early incomes.
- A scope of proper and exact utilization of money is possible by DPS by depositing for certain periods.
- The total deposited amount with the interest will be given to the investors and that is certain.
- The DPS gives the investors a chance of bearing the educational or marital expenses of their adult sons or daughters.
- The total invested money in DPS is absolutely income tax free. The earning from DPS is not considered while charging the annual income tax.
- In DPS, a 15% compounding interest rate is applied and it is usually calculated on yearly basis.

### **3.6 Accounts Section**



Accounts Department is called as the nerve Centre of the bank. In banking business, transactions are done every day and these transactions are to be recorded properly and systematically as the banks deal with the depositors' money. Improper recording of transactions will lead to the mismatch in the debit side and in the credit side .To avoid these mishaps, the bank provides a separate department: whose function is to check the mistakes in passing vouchers or wrong entries or fraud or forgery.

This department is called as Accounts Department. If any discrepancy arisen regarding any transaction this department report to the concerned department. Besides these, the branch has to prepare some internal statements as well as some statutory statements, which are to be submitted to the Central Bank and the Head Office. This department prepares all these statements.

### **3.7Cash Section**



Banks, as a financial institution, accept surplus money from the people as deposit and give them opportunity to withdraw the same by cheque, etc. But among the banking activities, cash department play an important role. It docs the main function of a commercial bank i.e. receiving the deposit and paying the cash on demand. As this department deals directly with the customers, the reputation of the bank depends much on it. The functions of a cash department are described below:

### **3.8 Functions of Cash Department;**



#### **Cash Receipt**

Customer's deposits are received in this section of bank. Then the amount received is credited to the customer's account in the ledger book. It receives deposits from the depositors in form of cash. So it is the "mobilization unit" of the banking system. It collects money only its receipts forms. The formalities that are followed to receive a

customer's deposit (cash) in the cash receipt section are stated in the following flow chart-

Customer places the cash and deposit slip to the respective officer at the counter.

After receiving the cash and deposit slip, the officer makes an entry to scroll register book. Then the deposit slip and cash are placed to cashier

- After receiving the cash and deposit slip, the officer makes an entry to scroll register book. Then the deposit slip and cash are placed to cashier
- The cashier counts this amount of money first and then makes an entry to another register book is generally called cashbook.
- Then the cashier passes the cash book and deposit slip to the second officer.
- After verifying the deposit slip, the second officer returns the counter-folio of the deposit slip to the customer and keeps the other position in his custody.
- At the end of banking hour, trial balance is prepared from that cash receipt register.

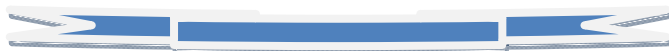
### **Cash Payment**

- Cash payment is made only against cheque.
- This is the unique function of the banking system which *is known* as "payment on demand"
- It makes payment only against its printed valid Cheque

### **Cash packing:**

After the banking hour, cash is packed according to the denomination. Notes are counted and packed in bundles and stamped with initial.

### **3.9 Remittance Section**



Remittances of funds are one of the most important aspects of the Commercial Banks in rendering services to its customers. Among various services rendered by a Commercial Bank to its customers, remittance facilities are very well known and popular. The word “Remittance” means “sending of money from one place to another through post and

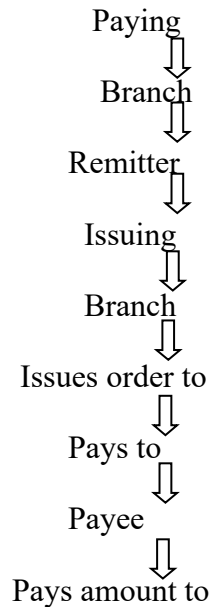


telegraph”. Banks extend this facility to its customers by means of receiving money from one branch of the bank and making arrangement of payment to another branch within the country.

**Types of remittance:**

- Between banks and non banks customer
- Between banks in the same country
- Between banks in the different centers.
- Between banks and central bank in the same country
- Between central bank of different customers.

The remittance facilities of a commercial bank enable its customers to avoid risk arising out of theft or loss in carrying cash money from one place to another or making payment to someone in another place. Banks take the risk and ensure payment to the beneficiary by charging the customer “Exchange” or “Commission”. **Flow Chart for Bank Remittances as follows:**



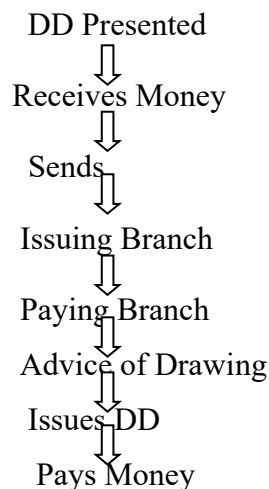
Considering the urgency and nature of transaction, the modes of bank remittances may be categorized as under-

- Demand Draft (DD)
- Mail Transfer (MT)
- Telegraphic Transfer (TT)
- Payment order (PO).

### **Demand Draft (DD):**

Demand Draft (DD) is an instruction payable on demand. It is a negotiable instrument issued by the branch of a bank containing an order to another branch of the same bank to pay a fixed sum of money to a certain person or order on demand. This instrument can be purchased by a customer from a particular bank branch for himself or for beneficiary and can be handed over to the purchaser for delivery to the beneficiary. The payee or beneficiary will claim the amount of money in the instrument by producing the same to the concerned paying branch. Demand Draft may be paid in cash to the payee on proper identification or the amount may be credited to his account (in case of account holder of the bank). Banks issue drafts for a nominal commission. The purchaser of the DD needs not to be a customer or account holder of the bank.

### **Flow chart for DD Payment**



### **Mail Transfer (MT):**

The facility of sending money by mail is available to customers having some sort of an account with the bank. The remitter deposits the amount to be transferred with a small commission with the remitting branch. An Advice issued by a branch to another branch for crediting the specified amount to the account of the payee maintained with them. It is a non-negotiable instrument and generally is not handed over to the customer rather sent through Post Office to the concerned branch. Remittance of money by Mail Transfer is relatively cheaper, quite safer and more convenient. Mail Transfer is effective not only for remittances within the country but also for international remittances. For local MT (say, within the area of Dhaka) a special "MT Register Book" is maintained as in the case like DD. MT normally issued from branch to branch of the same Bank.

The payment procedures for MT are as follows-

**Firstly**, the MT is received directly from the issuing branch by post and the payee does not present it for payment

**Secondly**, the paying branch checks the name and account number of the payee in the MT to determine whether it agrees with the name and his account number maintained at the paying branch.

**Thirdly**, the paying branch verifies the signatures of the authorized officials of the issuing branch.

**Fourthly**, the MT is entered in the "DD, MT, TT Payment Register".

**Fifthly**, no commission is deducted or charged.

**Sixthly**, if everything related with the MT is okay, then the passing officer will pass the MT by putting signature on it and the voucher is credited to the respective beneficiary's account.

### **Payment Order (PO):**

Payment Order (PO) is an instrument that contains an order for payment to the payee only in case of local payment whether on behalf of the bank or its constituents. In the beginning stage, PO was issued only to effect local payments of bank own obligations. But, at present, it is also issued to the customers, which they can purchase to deposit as security money or earnest money. Payment Order is in the form of receipts and issued by joint signatures of two officials. It ensures payment to the payee as the money deposited by the purchaser of PO is kept in the bank's own account named "Payment Order Account". Payment of this instrument is made from the branch it has been issued. It is not transferable and, therefore, it can only be paid to-

- The payee on identification
- The payee's banker, who should certify that the amount would be credited to the payee's account.
- A person holding the letter of authority from the payee whose signature must be authenticated by the payee.

### **Telegraphic Transfer (TT)**

TT is the fastest means of remitting fund between two branches of the same bank. Fund cannot be remitted from one bank to another bank through TT.

#### **Procedures of remitting money through TT**

The primary formalities that have to be maintained to remit money through TT are same as DD and MT. The commission for MT up to Tk. 10,000 is Tk. 10 per Tk. 1000 and Tk. 1 for every thousand above Tk. 10,000. Here a fee of Tk. 20 is charged as telegraphic charge for every TT issue and for any amount of money. In case of TT, no paper instrument is sent to the paying branch. Rather the TT issuing branch sends a TT advice through telephone, telegraph, Fax or telex to the paying branch. In sending message, the branch keeps necessary secrecy. Side by side, the TT issuing branch sends an advice to the head office of the bank. After receiving the message, the paying branch tests to decode the message. If everything is obeyed, then the branch makes payment to the payee. After that the branch sends an advice to the head office to reconcile the accounts

of both branches. In case of TT, test is must for every issue and for any amount of money.

### **Foreign Remittance**

Along with local remittance Janata Bank receive remittance from various countries sent by the Non Resident Bangladeshi (NRB). This foreign remittance is main source of foreign currency of our country. Both having account in Janata Bank and not can receive remittance. The person to receive the remitted money has to disclose a secret pin number of several digits and need to show the national ID card. Followings are the **Foreign Remittance Partner** of Janata Bank Limited:

- Western Union – Worldwide (10 digits pin)
- Placid NK Corporation, USA (12 Digits pin)
- IME, Malaysia (11 Digits pin)
- Xpress Money (16 Digits pin)
- NBL Quickpay (11 Digits pin)
- Transfast (13 Digits pin)
- Merchantrade, Malaysia (14 digits pin)
- SAMBA Financial group, Saudi Arab (14 digits pin)
- BEFTN (Bangladesh Electronic Fund Transfer Network) for internal fund transfer.

### **Remittance Payment Process of Janata Bank:**

- At first have to open Sundry Deposit Account and Suspense Account.
- When Remittance taken

Dr.		Cr.
SRC Advice		Beneficiary account for normal Remittances
Auto generated Debit Voucher		Sundry Deposit account (instant cash) Janata Bank

- No VAT or Revenue stamp needed.
- Adjustment of Suspense Account (instant cash).

Dr.		Cr.
Sundry Deposit account (instant cash)		Suspense Account (instant cash)

### 3.10 Clearing Section

Cheque, Pay Order (P 0), Demand Draft (D.D.) Collection of amount of other banks on behalf of its customer are a basic function of a clearing department.

#### Clearing

Clearing is system by which a bank can collect customers fund from one bank to another through clearing house.

#### Clearing House

Clearing house is a place where the representatives of different banks got together to receive and deliver cheque with another banks. Normally, Bangladesh Bank performs the clearing house in Dhaka, Chittagong, Rajshahi, and Khulna & Bogra. Where there is no branch of Bangladesh Bank, Sonali bank arranges this function.

#### Member of Clearing House

Janata Bank Ltd is a scheduled Bank. According to the Article 31(2) of Bangladesh Bank Order, 1972, the banks, which are the member of the clearing house, are called as Scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearing house.

### **Types of Clearing:**

#### **(1) Outward Clearing:**

When the branches of a Bank receive cheque from its customers drawn on the other Banks within the local clearing zone for collection through Clearing House, it is Outward Clearing.

#### **(2) Inward Clearing:**

When the Banks receive cheque drawn on them from other banks in the Clearing House, it is Inward Clearing.

### **Precaution at the time of cheque receiving for Clearing, Collection of LBC, OBC & Transfer:**

- Name of the account holder same in the cheque and deposit slip,
- Amount in the cheque and deposit slip must be same in words & in figure
- Bank and branch name of the cheque, its number and date in the deposit slip.
- Cheque must be signed.
- Signature for confirmation of date, amount in words / in figure Cutting and Mutilation of cheque,
- Cheque should be crossed (not for bearer cheque).
- Account number in the deposit slip must be clear.
- Depositor's signature in the deposit slip.
- Date in the cheque may be on or before (but not more than six months back clearing house date).

## **Return house**

Return House means second house where the representatives of the bank meet after 3 p.m. to receive and deliver dishonored cheque, which placed in the Clearing House.

### **Cheque may be dishonored for any one of the following reasons:**

- Insufficient fund.
- Amount in figure and word differs
- Cheque out of date/post-dated.
- Payment stopped by the drawer.
- Payee's endorsement irregular /illegible/ required.
- Drawer's signature differed / required
- Crossed cheque to be presented through a bank.
- Other specific reasons not mentioned above.

The dishonor cheque entry in the Return Register and the party is informed about it. Party signature required in the return register to deliver the dishonor cheque. After duration, the return cheque is sent to the party's mailing address with Return Memo. *If the cheque is dishonored due to insufficiency of funds than Janata Bank, charges. 25/=as penalty.*

## **Bills Collection:**

In modern banking the mechanism has become complex as far as smooth transaction and safety is concerned. Customer does pay and receive bill from their counterpart as a result of transaction. Commercial bank's duty is to collect bills on behalf of their customer.

### **Types of Bills for Collection**

- Outward Bills for Collection (OBC).

Inward Bills for Collection (IBC),

### **Outward Bills for Collection (OBC)**

OBC means Outward Bills for Collection .OBC exists with different branches of different banks outside the local clearinghouse. Normally two types of OBC:

- OBC with different branches of other banks
- OBC with different branches of the same bank



**Inward Bills for collection (IBC)**

When the banks collect bills as an agent of the collecting branch, the system is known as IBC. In this case; the bank will work as an agent of the collection bank. The branch receives a forwarding letter and the bill.

## CHAPTER 4

### Learning from my working area

---

#### **My working area:**

First of all, I was asked to work in different sections of General Banking. Here we dealt with new customers who wanted to get information about the branch and will to deal with the branch. This is a very interesting department because here we met people of different types and deal with them accordingly. In this section, I observed the following functions:

#### **4.1 Dispatch Section**

In dispatch section main job is keep record on inward and outward document. If any document came into bank for various purposes from different organization or bank head office or another branch but also if any document ,application go outward from bank these all the record are included in dispatch section (example : foreign exchange application, document letter of credit, joining application , a/c reopening, A/c closing) . In this section particularly I work done very well.

#### **4.2 Issuance of Demand Draft (DD) / Pay Order (P.O)**

A demand draft is provided to the client in whom he has to specify that on which bank it is drawn. The amount both in words and figures is written on the demand draft. Pay order is only payable to payee. In this section I know how to write PO and what is this process.

#### **4.3 Bills Remittance Department:**

It is most important and interesting department. This section deals with the transfer of money from one branch to another branch. Nearly six drafts issued daily from this department. Here I know the amount transferred and what is the procedure. This department also deals with T.T. transfer of money.

#### **4.4 Foreign Remittance Department:**

In this department one person send money in Bangladesh from outside of the national boundary, customer come to the officer and give a PIN number. If Pin number is right bank pay the customer those amount. My work of this department is filling up the form and collects national ID card and other necessary papers.

#### **4.5 Deposit Department:**

Deposit department deals with current, saving fixed accounts for a long period. In current account the bank does not offer any interest you can deposit or withdraw any amount during banking hours. In Fixed account people normally of old age are more interested because they get a lump sum amount every month as a markup or interest. These accounts are normally for one month to seventy two month.

#### **4.6 Cash Collection:**

In cash counter I used to help bankers to collect cash from customers that they used to deposits in Saving Accounts.

#### **4.7 Assisting Customers to Open Bank Account:**

I used to help customers to fill up the account opening form. Also provided information regarding the types of papers they need to open a particular account.

#### **4.7 Providing Cheque:**

Customers who open new bank account have entitled to receive a cheque book after one week of account opening. I used to collect account number from them, and my immediate boss help me to understand how to verified it and issue a new cheque for them.

# CHAPTER 5

## Analysis and Findings

---

### 5.1 SWOT Analysis



SWOT is an important matter to know the present condition of strengths, weaknesses, opportunities and threats of JB. This analysis also helps to better decide the company management to take relevant measure to make up its weakness and face the competitors.

The term SWOT includes the following:

**S=Strength**

**W=Weakness**

**O=Opportunity**

**T=Threat**

**Strengths:**

<b>Network</b>	Largest network among public commercial banks.
<b>Fund and liquidity</b>	Strong liquidity and Strong fund sources.
<b>Strong corporate Identity</b>	JB is the leading provider of financial services nationwide. With its strong corporate image and identity it can better position in the minds of customers. This image has helped JB grab the personal banking sector of Bangladesh very rapidly.
<b>Strong employee bonding and belongingness</b>	JB employees are one of the major assets of the company. The employees of JB have a strong sense of commitment towards organization and also feel proud and a sense of belonging towards JB. The strong culture of JB is the main reason behind this strength.
<b>Young Enthusiastic workforce</b>	The selection and recruitment of JB emphasizes on having the skilled graduates and postgraduates who have little or no previous work experience. The logic behind is that JB wants

	to avoid the problem of ‘garbage in and garbage out’. This type of young & fresh workforces stimulates the whole working environment of JB.
<b>Empowered Work force</b>	The human resource of JB is extremely well thought and perfectly managed. As from the very first, the top management believed in empowered employees, where they refused to put their finger in every part of the pie. This empowered environment makes JB a better place for the employees. The employees are not suffocated with authority but are able to grow as the organization matures.
<b>Companionable Environment</b>	All office walls in JB are only shoulder high partitions and there is no executive dining room. Any of the executives is likely to put down at a table in its cafeteria and join in a lunch chat with whoever is there. One of the employees has said, “It’s exciting to know you may see and talk to the top management at any time. You feel a part of things”.
<b>Management Objectives(MBO)</b>	<b>By</b> JB also has Management by Objectives (MBO) everywhere. Each person has multiple objectives. All the employees must have to get the approval of their bosses on what they are going to do. Later they review as how well they have performed their job with their management as well as the peer group.

**Weaknesses**

<b>Absence of strong Marketing activities</b>	JB currently don’t have any strong marketing activities through mass media e.g. Television. TV ads play a vital role in awareness building. JB has no such TV ads campaign.
---	---

<b>Lack of customer confidence</b>	AS JB is fairly new to the banking industry of Bangladesh average customers lack the confidence in JB and judge the bank as an average new bank.
<b>Not involved in security market</b>	Lack of involvement Security market.

**Opportunities:**

<b>Sponsorship</b>	JB is now involved in active participant of many national and international events, sports etc. This will help them to enhance brand image.
<b>Public Image</b>	Since JB is the oldest and public commercial bank public have greater confidence in it.
<b>The use of IT</b>	JB is widely taking the help if Information technology to better serve their clients and It is also spreading nationwide.
<b>High demand of spectral loans</b>	JB gives loan in low-cost housing and real estate management, and financing projects in agriculture, transport, education, sports and health sectors. JB personal banking division can focus on this category of products and grab these segments of customers.
<b>Distinct and quick operating procedures</b>	JB is noted for its distinct and quick operating procedures specially in general banking activities. Clients are not likely wait to get services.
<b>Countrywide network</b>	The ultimate goal of JB is to expand its operations to whole Bangladesh. Nurturing this type of vision and mission and to act as required, will not only increase JB's profitability but also will secure its existence in the long run.
<b>More experienced and managerial know-how</b>	The top management team of JB is expert and more experienced in banking activities. The operating policies established by them are unique & unified. All the members of the team carry out

	<p>their management roles exhaustively. They equally contributed to JB's superior leadership, by carrying out their unique roles. They worked well together, respecting each other's abilities, and arguing openly and without any animosity when they disagree.</p>
--	--

**Threats:**

<b>Mandatory Provision</b>	To take mandatory provision against loan followed by Bangladesh Bank
<b>Difficult to collect Govt. deposit</b>	Increase competition to collect government deposit with other private and public commercial bank.
<b>Upcoming Banks</b>	The upcoming private local and multinational banks pose a serious threat to the existing banking networks of JB. It is expected that within one year 6 new commercial banks are waiting to enter into market. If that happens the intensity of competition will rise further and banks will have to develop strategies to compete against and win the battle of banks.
<b>Moderate levels of Customer Satisfaction</b>	JB should continuously improve its customer service strategies and the overall service quality needs to win the customer satisfaction undoubtedly.

## 5.2 Findings



This report has observed various positive as well as some negative aspects of the Saver Branch (Janata Bank Ltd). The findings are described below:

- It is a brand to all types of customers.
- Saver Branch has some active and well-organized human resources who maintain the daily activities more smoothly.
- Sponsorship and public relation specially in mass media can obviously increase the brand image and brand equity of a bank
- The general banking department now performs relatively better than previous
- It has a lot of clients and they are very faithful to the Saver Branch.
- This Bank is now technologically updated.
- There are improving online banking facilities, they have ATM services, Debit card and Credit card system day by day.
- Some customers do not understand account opening, closing and cash deposit.
- Some customers are not interested or not able to write D.D., Check, pay order voucher.
- In the present market situation, where the competitions among all public and private commercial banks are very intense and high, the management of JB is failing to find out its major weaknesses.
- The major weakness of JB is its unattractive salary package. The salary package that JB offers to the employees is relatively poor comparing to other competing banks in the market.



- According to some clients opinion introducer is one of the problems to open an account. If a person who is new of the city wants to open account, it is a problem for him/her to arrange an introducer of accounts holder.
- Saver Branch is congested branch where modern technical equipment such as computer and manpower are not sufficient. As a result banking activities are not done properly.
- JB has limited workforce. As a result most of the employees are under huge workload and have to work extra hours though no overtime facility is provided to them. So the cause of serious employees dissatisfaction and result in employee turnover.
- They have no proper management services for the customer directly.

## Chapter 6

### Recommendations and Conclusion

---

#### Recommendations

---

On the basis of the findings the following recommendations are suggested for the Janata Bank Ltd.

- If the entire general Banking system is fully computerized then they satisfy the customer by provide fast service.
- If they establish networking system with their branches then it can easily transfer data within short time.
- If they cancel the introducer system then they can collect more deposit through new account and it also satisfied the customer.
- The Bank has not enough management services for the customer. So, the bank should improve their management services for the clients directly.
- Janata Bank at Saver Branch has not much office space for performing banking activities and relaxation of the customer. So, the bank should enhance their office space very well.
- It is recommended to introduce more ATM booth instead of manual banking system. It will save huge amount establishment and other costs.
- To try to understand those carefully who do not know how to open a bank account.
- To make the process easy and quick the whole system should be computerized and take modern communication media for example e-mail, fax, Internet should be used.
- A group well-trained and expert work force is dedicated to render the best service to the customers.
- The management has to introduce the overtime facility for the employees who work hard extra hours after their office time.

- The management of JB should try to minimize the expectation gap what the management perceive about the customers and what the customers actually expect from the bank
- The management of JB must identify the weak points to meet the competition in banking sector.

## **Conclusion**



Janata Bank Ltd. is such a commercial bank which is rendering all commercial banking services to the customers. In addition to that they make available micro credit and SME finance to the millions of needy people of the country. As part of a Corporate Social Responsibility (CSR), it is playing a remarkable role to help the distressed people of the society in different welfare related activities. They focus on dignified, prompt and personalized services being rendered to their customers. They believe in developing strong interpersonal relationship with each stakeholder. As such, they are morally bound to provide high quality banking services with the latest technology to obtain optimum return on shareholder's equity ensuring safety of depositor's money and making all efforts to introduce their innovative Islamic banking products and services to their existing and prospective customers. Besides they should try the best for improving their general banking services mentioned. Then JB will be the leading commercial bank in Bangladesh.

## Bibliography

- Malhotra Naresh K, "Marketing Research" 3<sup>rd</sup> edition Prentice Hall, Inc. Upper Saddle River, New Jersey 07458 (2003), pp 102-103, 690-700
- Kotler Philip & Keller Kevin Lane *Marketing Management*. 12<sup>th</sup> Edition Prentice-Hall of India Private Limited, 2006, pp 51-53,
- Sugandhi R.K (2008) *Customer Relationship Management* (1<sup>st</sup> edi) NEW AGE INTERNATIONAL LIMITED, New Delhi-110002.
- *Customers' Perception about the Determinants of Service Quality of Foreign and Domestic Banks: An Empirical Study on Bangladesh* electronically accessed on \_\_\_\_\_ available \_\_\_\_\_ at <http://www.bdresearch.org.bd/home/attachments/article/884/BUSINESS.pdf>
- *Theory Of The Gaps Model In Service Marketing* electronically accessed on available \_\_\_\_\_  
<http://www.marketing.org.au/?i=mhOLQLXYtU8=&t=jZS6ngCVPug=>
- <http://www.janatabank-bd.com>
- Annual Report of Janata Bank Limited from 2007-2011
- Bangladesh Economic Review 2011
- Bangladesh Bank Report
- The Daily Newspapers

